

May-June  
Volume 4 - Issue 1

NER'eastah

Newsletter of the New England Regional Medical Library

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## ILL ADVISED

### NER'estah's ILL ADVISED (Summer 2004)



#### UPDATES FROM MLA

Here are some resource sharing-related updates from MLA 2004, which was held in late May in Washington, D.C. -

#### DOCLINE

- We're currently running in production release DOCLINE 2.1.2. Minor releases 2.1.3 and 2.1.4 are expected sometime this year in latter half of June or early July. These releases will include fixes for software bugs, as well as the anticipated introduction of the OCLC-to-DOCLINE serial batch update program.
- FACT: 96% of all borrow requests in the DOCLINE system are filled (or completed) on the second round of routing. Shortly, the DOCLINE Team at NLM will be conducting an analysis of "no fills".

- NLM will be producing an online demo on setting up DOCLINE Routing tables.
- REMINDER: The minimum time period to initiate a DOCLINE HOLD request (a temporary deactivation of DOCLINE) has decreased from 5 to 3 consecutive working days.

## SERIALS

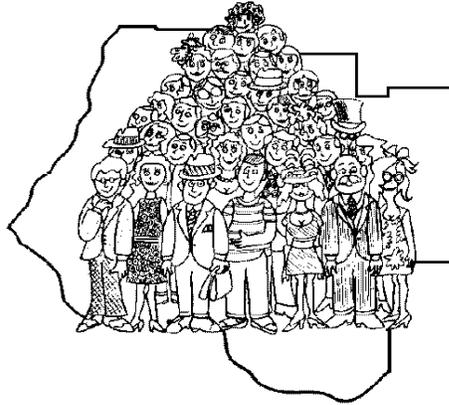
- As previously noted, the OCLC-to-DOCLINE serial batch update program is expected to be released shortly (perhaps prior to publication of this newsletter.) The DOCLINE-to-OCLC serial batch update program has been in production a number of months. If you have any questions -or- unsure of which program is right for you, please contact Mark Goldstein at [mark.goldstein@umassmed.edu](mailto:mark.goldstein@umassmed.edu).
- The DOCLINE Serials Team will begin the MARC Pilot Project in early summer 2004. This will involve developing a program to export DOCLINE Serials records information into MARC format. The MARC-formatted information then could be imported to create union catalog listings.

## ISO/ILL PROTOCOL

- The NLM DOCLINE Team (along with Atlas Systems) is currently testing the initial rollout of the DOCLINE-ILLiad interface, which is based on the ISO ILL Protocol (an international standard). This interface will be transparent to users and will result in a significant decrease in the time it will take to process ILL transactions.
- Additional third-party vendors will soon follow ILLiad's lead: VDX, RLG, Clio, QuickDOC, and Relais. Vendors will adhere to a set of NLM-documented procedures (such as: testing periods).

## LINKOUT FOR LIBRARIES

- Future plans for the LinkOut program:
  - Rearrange the LinkOut display to help users find links more easily.
  - Provide easier access to the Library Holdings filter in Cubby.
  - Encourage providers to send more full-text links (especially free ones!)
  - Work with vendors (and systems librarians) for XML file submission.
- FACT: There are currently 77 libraries in New England that participate in the LinkOut for Libraries program.
- FACT: From 1999 onwards, 77% of PubMed citations have full-text links.
- CAUTION: Watch out for Facts that include the number "77".



We held our Annual Resource Sharing/ILL Meeting on May 14th and had close to 70 attendees. Many thanks to both NAHSL and the RML for sponsoring the event, as well as providing everyone with a sumptuous spread for lunch.

Main topic for the morning's event was consortial purchase agreements. There were also systems updates on DOCLINE, EFTS, and QuickDOC, followed in the afternoon by separate breakout sessions for hospital libraries and resource libraries.

Early this summer we'll be conducting an online evaluation of the Annual Meeting event to determine how best to plan for future meetings, soliciting feedback from both attendees and non-attendees alike.

Please stay tuned!

For any questions, please e-mail me: [mark.goldstein@umassmed.edu](mailto:mark.goldstein@umassmed.edu).

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## Pubmed Particulars

### Cutting Edge PubMed: What's New and What's Up Ahead

Some of you may already have checked out the NLM Technical Bulletin and know what's on the horizon for PubMed. If so, congratulations! You're on the cutting edge! If not, read on and be prepared to be pleased!

#### **Entrez Programming Redesign & Implications for Searching**

[http://www.nlm.nih.gov/pubs/techbull/ma04/ma04\\_parser.html](http://www.nlm.nih.gov/pubs/techbull/ma04/ma04_parser.html)

Entrez is the search and retrieval system that powers PubMed. Some changes have recently been made to the Entrez programming and this NLM Technical Bulletin article details those changes and the implications for searching. Some of the changes are:

- A colon between numbers will be interpreted as a ranging operator (e.g., 2002:2004 [dp]); otherwise the colon will be ignored.
- Hyphens indicate a phrase search. This means healthy-full-term = "healthy full term".
- If there is a syntax error indicated for a search, the Details screen will now indicate what that error is with red highlighting. For example, if the parentheses are unbalanced, look for a red parenthesis and use this as your cue to check that section of your search.

Please read the article for a more detailed discussion of these changes and examples.

#### **Changes coming to the Cubby**

[http://www.nlm.nih.gov/pubs/techbull/ma04/ma04\\_technote.html#cubby](http://www.nlm.nih.gov/pubs/techbull/ma04/ma04_technote.html#cubby)

First of all, if you haven't used your Cubby account in ages, you may find that it doesn't exist! In preparation for some exciting changes coming to the Cubby, NCBI will delete inactive

Cubby accounts. What can we expect from the Cubby in the near future? Look for Cubby to be able to automatically execute specified searches on a pre-determined timetable and email you the results! More information will be forthcoming.

### **Changes coming to History**

[http://www.nlm.nih.gov/pubs/techbull/ma04/ma04\\_history.html](http://www.nlm.nih.gov/pubs/techbull/ma04/ma04_history.html)

PubMed users have been asking for a way to delete individual searches from History and that capability will be coming soon. Also, there will be new Links menus to allow searchers, in History, to add a concept to their search using set numbers more easily. See the article for more detailed information. (And, no, you still will not be able to use set numbers in a Cubby stored search.)

### **MeSH and Cubby Tutorials Available**

[http://www.nlm.nih.gov/bsd/dist\\_edu.html](http://www.nlm.nih.gov/bsd/dist_edu.html)

NLM has made new animated tutorials available for two aspects of using PubMed:

- (1) Cubby
- (2) MeSH database

These tutorials use Viewlet technology (trademark of Qarbon.com Inc.), are SWF files, and play via a browser using a Flash 5 (or later) plugin. There is audio along with the animation. Each file covers one specific aspect of using Cubby or the MeSH database and takes only minutes to watch -- literally. Take a look at them. They are quite interesting. As of this writing, these Viewlet tutorials are not available via a link from the PubMed home page, but are available at the NLM URL listed above.

### **New URL for PubMed on a PDA**

[http://www.nlm.nih.gov/pubs/techbull/ma04/ma04\\_technote.html#pda](http://www.nlm.nih.gov/pubs/techbull/ma04/ma04_technote.html#pda)

The URL for PubMed on a PDA has been changed: it's new, it's shorter, and it's easier to remember -- provided you remember that a PDA is a Hand Held (hh) device. The link above will take you to the NLM Technical Bulletin article on the subject. The new URL for PubMed on a hand held (hh) device is: <http://pubmedhh.nlm.nih.gov>. Just a reminder: at this time, PubMed for hand held (hh) devices works best on a hand held (hh) device that has wireless capability.

**Donna Berryman, Outreach Coordinator**

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## Technology Notes

### RSS

RSS (**R**ich **S**ite **S**ummary, **R**eally **S**imple **S**yndication, or **R**DF **S**ite **S**ummary) is a technology that allows dissemination of regularly changing web content. RSS allows content providers such as web page developers, online news publishers, bloggers, etc. to syndicate their content and notify subscribers when new content has been added. RSS allows web users to stay informed by being notified when new content is available, rather than having to visit the site to see if changes have occurred.

For example, a site dealing with library automation technology may post information on a new software application. Without RSS, a user would have to manually check for updates in order to find out that new content has been posted to this site. With RSS, a user subscribes to the RSS feed and is notified that new content concerning a software application has been added to the website. The user can then click on a hyperlink and be taken to the content.

A news aggregator, sometimes called a feed reader, is necessary to use RSS. Aggregators typically are available as software that can be downloaded and installed on a computer or as a remote service available from a website. The user then subscribes to desired RSS feeds using a special web address supplied by the content provider. Once subscription is complete, the news aggregator checks for new content and delivers headlines to the user. Preferences such as frequency of checking can typically be set by the user.

The number of sites offering RSS feeds expands daily and includes many major sites such as Yahoo (<http://news.yahoo.com/rss/>) and CNET ([http://www.cnet.com/4520-6022\\_1-5115040-1.html?tag=cnetfd.rss](http://www.cnet.com/4520-6022_1-5115040-1.html?tag=cnetfd.rss)). Many library websites are now providing RSS feeds and these are a great way to keep up with current events, new technologies, news developments, etc. One interesting resource for health science librarians is HubMed (<http://www.pmbrowser.info/>). HubMed allows users to create a PubMed search and save it as an RSS feed. When new articles have been added to PubMed, HubMed will send this information as an RSS feed and the user will be notified. Also, the NN/LM SCR *Network News* now offers an RSS feed: <http://nnlm.gov/scr/scnn/feed.xml>.

Finding RSS feeds is easy. Many websites have an RSS logo or an XML logo  on their website for RSS feeds. Some sites will have statements such as “feed,” “syndicate this site,” or “RSS feed.” Typically, a user will copy the URL for this link and use it for subscriptions.

## More information on RSS

All About RSS

<http://www.faganfinder.com/search/rss.shtml>

RSS Workshop. GILS.

<http://www.rssgov.com/rssworkshop.html>

RSS for Non-Techie Librarians. LLRX.

<http://www.llrx.com/features/rssforlibrarians.htm>

## News Aggregator Software

AmphetaDesk

<http://www.disobey.com/amphetadesk/>

FeedReader

<http://www.feedreader.com/>

## Web-based News Aggregators

Bloglines

<http://www.bloglines.com>

myFeedster

<http://www.feedster.com/myfeedster.php>

## Sources for RSS Feeds

LISFeeds.com (library-related feeds)

<http://lisfeeds.com/>

NewsIsFree

<http://www.newsisfree.com/>

NewzCrawler

<http://www.newzcrawler.com/>

by--Greg Bodin, Technology Coordinator

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## CHIC CHAT

Consumer Health Information



## Consumer Health Profile: Treadwell Library Massachusetts General Hospital

Outreach, including consumer health activities, is an integral part of Treadwell Library's role at the Massachusetts General Hospital (MGH). As services evolved and collaboration with other hospital programs grew, Treadwell Librarians established themselves among the leaders and innovators in this specialized area of medical librarianship.

### The Consumer Health Reference Center

In 1998 and again in 2002, the Treadwell Library received a grant from the Massachusetts Board of Library Commissioners to serve as the Consumer Health Reference Center (CHRC) for Massachusetts. This library-to-library reference service was offered to the six regional Massachusetts library systems. Included were the creation of a core consumer health collection at Treadwell and the delivery of research and reference services to librarians from all types of libraries across the state. Treadwell trained public library staff to find and use consumer health information. Unfortunately, state budget cuts in 2002 eliminated the funding. However, the highly regarded website and newsletter are still available as an archived resource.

CHRC web site: <http://www.mgh.harvard.edu/library/chrcindex.html>

ARCH: Access to Resources for Community Health

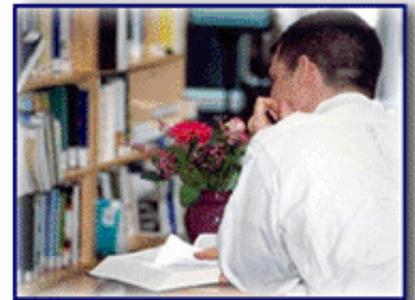


ARCH, Access to Resources for Community Health, is a partnership among MGH Treadwell Library, MGH Community Health Associates, Greater Boston Center for Healthy Communities (a program of The Medical Foundation [www.tmfnet.org](http://www.tmfnet.org)), and the City of Chelsea Health Department. ARCH's goal is to deliver a high-quality community-based health information to both the residents and professionals of Charlestown, Chelsea, Everett, and Revere. ARCH's center is open to all who work or live in these communities. It improves access to electronic information through a tailored website and training sessions. ARCH has expanded its outreach to school nurses and Head Start teachers in the community. ARCH is funded in part from grants from the New England Region of the National Network of Libraries of Medicine. Ming Sun of the MGH Community Health Associates is ARCH's project manager. Julie Whelan and Michael Lynch of Treadwell Library developed and maintain the ARCH website.

ARCH's website: <http://www.mgh.harvard.edu/library/arch/arch.asp>

### Cancer Resource Room

In 1997, the Massachusetts General Hospital Cancer Center developed the Cancer Resource Room (CRR) staffed by social workers. The friendly and welcoming atmosphere offers a circulating collection of books, videos and music for cancer patients. From the start Treadwell has collaborated with the CRR and continues to select materials, provide cataloging, and assist in web development. Treadwell's major role is to provide in-depth research and reference services to patients and families through the CRR staff.



Cancer Resource Room web site: <http://cancer.mgh.harvard.edu/Resources/>

### Digital Information Project (DIP)

As Treadwell's new Director, Elizabeth Schneider in 1999 proposed to the Cancer Resource Room managers that Treadwell create a digital collection of patient education resources for cancer patients and their providers. After several years of collaborative effort that included scanning documents, creating a database with a web front-end, and creating metadata records, the CRR and Treadwell Library celebrated the inauguration of the Digital Information Project in May 2002. Available through the MGH Intranet, DIP contains over 500 documents covering many aspects of cancer and its treatment. These include documents written by MGH staff and others articles from journals and textbooks. Treadwell librarians Julie Whelan and Deborah Jameson manage DIP and train MGH staff to access and use it. The Friends of the MGH Cancer Center funded the student interns and software to make this project possible. Zola Porter, a recent Simmons GSLS graduate, is our current intern.

### Plain Language

Treadwell Library leads the way in bringing Plain Language to the MGH. Elizabeth Schneider organized several 2-day Plain Language workshops attended by over one hundred persons representing many MGH departments. Treadwell Library hosts monthly Plain Language Working Group lunch sessions. Staff from different areas in the hospital come together to practice writing clearly and get constructive feedback from people with different perspectives. Carolyn Paul, Sr. Librarian for Access Services, facilitates these meetings. The library purchases books and videos relating to health literacy and plain language and has developed a web page as well.

Health Literacy Resources: [Using Plain Language web site:](#)

### Community Languages

In October 2003, MGH received a Community Languages LSTA (Library Services and Technology) grant. The grant funds the purchase of multilingual materials in support of the MGH Interpreters Service, the MGH ESL Program and the ARCH project. These growing collections include easy-to-read patient education pamphlets in several languages, multilingual medical dictionaries and anatomy atlases, as well as audio-visual language instruction materials. Obtaining U.S. citizenship is a goal for most ESL students so the grant has also paid for requested books, tapes and videos on U.S. history and life. The Project Coordinators are Julie Whelan and Ming Sun.

### Patient Family Learning Center

The Maxwell & Eleanor Blum Patient and Family Learning Center at the Massachusetts General Hospital is staffed with nurses and volunteers to help patients find easy-to-read pamphlets, magazines, audio tapes, videos, CD-ROMs, web sites and both medical and consumer health books. Treadwell Library provides collection development and cataloging services to the Blum Center.



Blum Patient Family Learning Center website: <http://www.massgeneral.org/pflc/>

The consumer health related services provided by Treadwell Library comes in many different forms. By keeping an eye out for the need, the opportunity and the funding, the Treadwell Librarians share their expertise in satisfying the information needs of the consumer seeking authoritative health information.

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### Resources:

Interview with Elizabeth Schneider, Director, Treadwell Library & Julia Whelan, Senior Librarian for Outreach Services, March 18, 2004

Treadwell Library: Massachusetts General Hospital  
<http://www.mgh.harvard.edu/library/default.asp?>

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By Michelle Eberle, Consumer Health Information Coordinator  
 Edited by Elizabeth Schneider, Director, Treadwell Library

## NLM User Studies: How do we rate?

The National Library of Medicine is interested in user studies to get feedback on user satisfaction and return rate, to learn more about NLM users, to learn how the NLM can improve, and to monitor user and competitive trends. How does the NLM rate with the public for usability?

Based on the Nielsen/NetRatings in September of 2003 in the US Home Market, the top 5 general purpose health information web sites were:

- WebMD, 3 Million unique visitor
- NIH.gov, 2,7 M (inclusive of NLM)
- AOL Health (powered by WebMD), 1.8 M
- MSN Health w/ Web MD, 1.6 M
- Yahoo! Health, 1.3 M
- CDC.gov, 883K
- MayoClinic.com, 467K
- KidsHealth.org, 425K
- Medscape.com, 407K
- HHS.gov, 299K
- AMA-assn.org, 257K
- FamilyDoctor.org, 247K
- Intellihealth.com, 218K

## How does the NIH rank among government web domains?

NIH.gov in Global US Civilian Govt Information Space-Relative Rankings by Metric (netScore Sept 03 data)

Web domain	US Unique Visitors	Global Unique Visitors	US TotalPages	Global Total Pages
NIH.gov	Ranks #3	#1	#4	#1
NOAA.gov	#2	#2 --	#2	#3

USPS.com	#1	#3	#1	#2
NASA.gov	#6	#4	#7	#5
LOC.gov	#8	#5	#8	#7
ED.gov	#4	#6	#3	#4
CDC.gov	#7	#7 --	#7	#8
IRS.gov	#5	#8	#6	#6 --

How does the NLM rank according to the American Customer Satisfaction Index?

The ACSI was developed by U Michigan Business School, American Society for Quality. It uses a well developed methodology with a standardized survey instrument to analyze customer satisfaction. The results of the ACSI may be seen on [www.foreseeresults.com](http://www.foreseeresults.com).

Here's a brief summary of the results of the ACSI:

- CY03 Q4 results-overall satisfaction index
  - MedlinePlus-86
  - MedlinePlus en espanol-83
  - NLM Home Page-73
  - AIDSinfo-79
  - TOXNET-75
- All NLM scores above government average of 71
- MEDLINEplus ranked #1 in government, and in the top tier of e-commerce companies, among those participating

#### Compare NLM's results with the private sector: CY03 Q2

- Portals-Yahoo 78, MSN 74, AOL 65
- Search Engines-Google 82, AskJeeves 69, AltaVista 63
- News-MSNBC.com 74, ABCnews.com 74, CNN.com 72, USAToday.com 72, NYTimes.com 70

#### CY03 Q4

- E-commerce-Amazon.com 88, Barnes&Noble.com 86, eBay 84, Expedia 78, Travelocity.com 76, Priceline.com 71

In Summary, NIH ranks high with recent usability studies. Especially with the American Customer Satisfaction Index ranking MedlinePlus as the number one web domain out of all government web domains. If you are wondering why PubMed was not tested, the sites that were tested for usability requested grants for their divisions to undertake this work. PubMed has not received such funding yet.

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Resources:

Wood, Fred B., Love, Cindy. [Update on NLM User Studies: Improving Our Web-](#)

Based Services, NN/LM Monthly Teleconference, April 6, 2004.

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-By Michelle Eberle, Consumer Health Information Coordinator

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## NEWS IN MOTION

### NER AWARDS

**NNLM-NER** announces its awards available for the 2004-2005 contract year. As in previous years, awards are offered to network members in support of technology, outreach and professional development. This year awards are in the following categories:

**Technology Awareness** awards for assistance in sponsoring an all-day educational program with a health information theme.

Last year, the Northern New Hampshire AHEC office received an award to help sponsor a two-day symposium with the goal of spearheading telehealth initiatives in New Hampshire.

**Internet Connectivity** for member libraries looking to improve their connectivity and access to health information.

**Electronic Document Delivery** for technology improvements geared towards ILL related services

Under the Internet Connectivity and EDD categories, Last Year NNLM-NER awarded more than \$30,000 to member libraries requesting assistance in upgrading their services.

**Express Outreach...**for smaller outreach projects, professional development, course development, Award limits, and instructions

Last year, awards were given to members in Rhode Island. Rhode Island's Future's Symposium sponsored Jane Fisher of New York Public Library's [CHOICES](#): consumer health program.

More information can be found on the [Funding Opportunities](#) section of our Web site. If you are thinking about a project, please send me a note at [javier.crespo@umassmed.edu](mailto:javier.crespo@umassmed.edu) , or call 508-856-2223.

# CONGRATULATIONS are in order....



Please join us in congratulating Jan Glover of the Cushing/Whitney Medical Library at Yale on receiving the 2004 Lucretia W. McClure Excellence in Education Award from MLA. Here is a description of Jan's work:

Jan Glover along with Katy Nesbit (posthumously) won the 2004 Lucretia W. McClure Excellence in Education Award from the Medical Library Association.

This prestigious award recognizes Jan and Katy's valuable contributions in evaluating the impact of formal training on effective searching behaviors in students, as well as the high quality courses they co-developed and taught to their MLA colleagues, to faculty and students in their respective institutions, and to hundreds of members of the American College of Surgeons at the 86th and 87th Clinical Congresses. Their research on information-seeking skills of students and faculty has been used at both Yale and the University of Rochester to develop content-rich courses that receive high praise from attendees. Their work has been key in helping to persuade their institutions to offer a variety of library courses as part of the curriculum. Through publications, poster sessions and by teaching colleagues, their work has been shared across the medical library community.

Work on their longitudinal study has spanned several years. Jan coordinated an inter-rater reliability study for the grading instrument that Katy and she created. A MEDLINE search tactics survey sent to all academic medical centers was analyzed and presented at MLA. Jan and Katy jointly received the MLA Research Award in 2001 for "Can We Prove that Medical Students Can Be Taught to Search MEDLINE Effectively?" presented at the MLA Conference in Orlando. In 2002 they once again received the MLA Research Award for "What's the Score? Evaluating Students' MEDLINE Searches," presented at the 2002 MLA Conference in Dallas.

Jan is recognized as an expert in teaching information-seeking skills for evidence-based clinical practice. She participated in the New York Academy of Medicine's Teaching Evidence-Based Medicine course. Jan and Katy developed and taught a MLA CE course on this same topic. Jan, a strong proponent of librarian involvement in the world of evidence-based clinical practice, teaches courses for faculty and students at Yale and at the Connecticut Hospital Association for Connecticut medical librarians.

Jan is the Education Coordinator for the Cushing/Whitney Medical Library and leads an ambitious program of class-coordinated instruction with high relevancy to curriculum needs for medicine, nursing, physician associates and the MMEP/Clinical Scholars programs. Jan is concerned with assessment of teaching effectiveness as well as building appropriate skills and information-seeking habits among current and future clinicians. She commands respect and support from the faculty in the School of Medicine for her instructional goals and curriculum development.

For those of us who know both Jan and Katy the Lucretia W. McClure Excellence in Education Award is richly deserved.



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